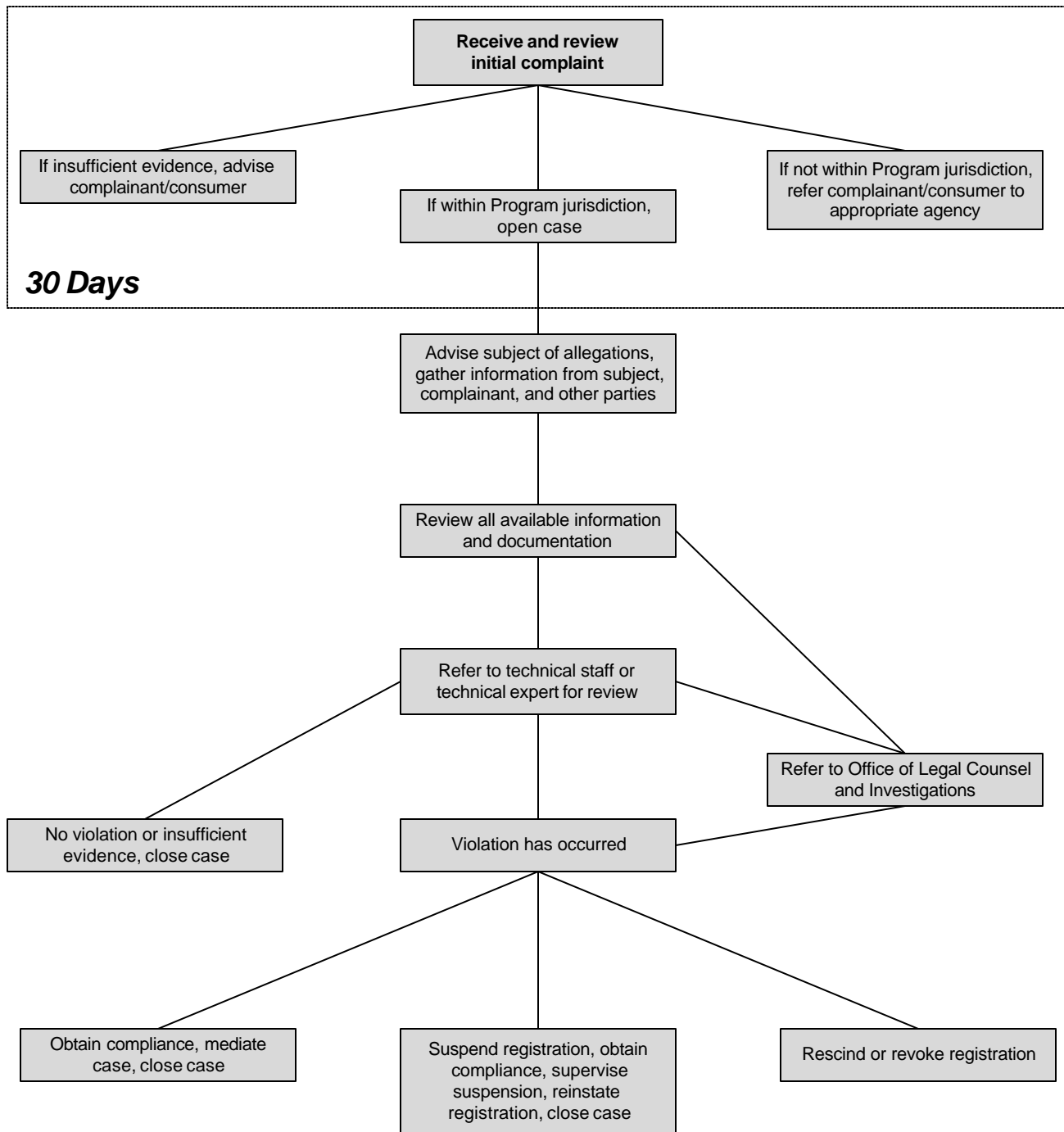


Department of Toxic Substances Control
Registered Environmental Assessor
COMPLAINT PROCESS FLOWCHART
(CONDENSED)



Investigation of a complaint is often a lengthy process. Cases submitted to a technical expert, and/or the Office of Legal Counsel and Investigations may require additional time to complete.